



California Highway Patrol Office of Internal Affairs Annual Internal Investigations Statistical Summary 2011



In accordance with Department policy and the Commission on Accreditation for Law Enforcement Agencies (CALEA) Standard 52.1.5, an annual statistical summary based on the records of internal investigations has been compiled and made available to the public and agency employees. In addition to the records of internal investigations, a statistical summary of all complaints and dispositions has been provided.

CALEA Standard 52.1.5: *The agency compiles annual statistical summaries, based upon records of internal affairs investigations, which are made available to the public and agency employees.*

Background Information:

The California Highway Patrol (CHP) has approximately 11,000 employees, including approximately 7,500 uniformed members. Employees work throughout the state in one of eight field Divisions, CHP Headquarters, or Protective Services Division. Within the eight field Divisions are 16 inspection facilities and 103 Area offices. When information is obtained or uncovered involving inappropriate acts or omissions by an employee, the employee's commander or designee has the responsibility to ensure a complete investigation into the allegations is conducted. The CHP field Divisions are as follows:





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An Adverse Action is a disciplinary measure taken against an employee due to inappropriate acts or omissions.

Internal Investigations Resulting in Adverse Action (By Division)

Division	2011	2010	2009	2008	2007
Headquarters	8	10	10	3	11
Protective Services	1	2	4	2	0
Northern	4	10	7	5	14
Valley	28	26	13	17	11
Golden Gate	26	18	12	13	10
Central	18	23	11	17	9
Southern	25	20	22	12	14
Border	17	21	19	23	32
Coastal	14	8	12	15	10
Inland	11	11	11	18	19
Totals	152	149	121	125	130

Miscellaneous Investigations (Internal Investigations not resulting in Adverse Action)

Division	2011	2010	2009	2008	2007
Headquarters	11	11	6	6	6
Protective Services	0	1	1	2	0
Northern	1	5	11	10	10
Valley	8	16	7	22	19
Golden Gate	6	22	21	21	19
Central	5	7	5	7	8
Southern	6	12	13	10	15
Border	11	11	10	17	17
Coastal	9	10	6	11	10
Inland	6	7	5	13	8
Totals	63	102	85	119	112



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The mission of the CHP is to provide the highest level of Safety, Service, and Security for a population of over 37 million California residents, of which approximately 22 million are licensed drivers. During the course of a year, CHP officers conduct over five million enforcement and service contacts with the public. The following is a statistical summary of citizens' complaints investigated in 2011.

Summary of Citizens' Complaint Investigations by Division

Division	2011	2010	2009	2008	2007
Headquarters	25	12	20	16	10
Northern	71	66	73	83	70
Valley	112	161	152	129	166
Golden Gate	120	131	187	163	173
Central	124	145	138	149	115
Southern	194	190	207	244	218
Border	145	237	171	219	227
Coastal	96	92	123	98	85
Inland	106	126	137	123	132
Totals	993	1,160	1,208	1,224	1,196

Citizens' Complaint Allegations (Top 10)

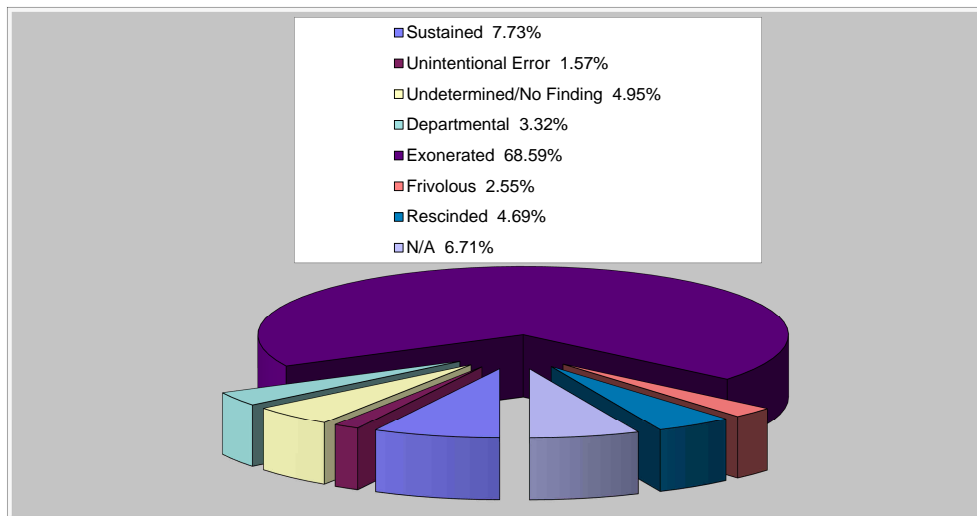
Allegation	% of 2011 Total	2011 Rank	2010 Rank	2009 Rank	2008 Rank	2007 Rank
Discourtesy/Verbal	25.01	1	1	1	1	1
Validity/Citation	10.87	2	2	2	2	2
Discourtesy/Non-Verbal	4.60	3	3	3	3	4
Lack of Assistance	3.77	4	4	5	5	3
Harassment	3.72	5	5	4	4	5
Other	2.88	6	8	9	7	10
Validity/Reason for Stop	2.72	7	6	7	11	12
Validity/Arrest	2.66	8	7	10	9	11
Improper Investigation	2.61	9	10	6	6	6
Driving/Patrol	1.94	10	9	8	8	8



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2011 Citizens' Complaint Findings



Definitions:

Sustained – The act (or omission) did occur, and it is deemed improper.

Unintentional Error – The act (or omission) did occur, and it is deemed improper, but was the result of an employee's honest mistake.

Undetermined/No Finding – Used only when the evidence, or lack thereof, precludes the investigator from making a definitive judgment.

Departmental – Used when the employee's actions are fully in compliance with Department policy and/or procedure, but the policy or procedure itself is found to be erroneous or is the cause of the complainant's concerns.

Exonerated – The employee did not commit the act (or omission), or did commit the act and it is deemed to be proper or within Department policy.

Frivolous – The complaint is found to be totally and completely without merit, or is filed for the sole purpose of harassing an employee. This includes complaints which are questionable or irrational.

Rescinded – The complainant, after having initiated the complaint process, specifically requests to withdraw all of the allegations.